

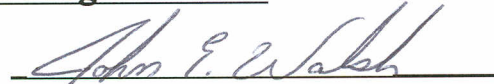
**DMA Policy: 3-0005**

**Name: VOLUNTEER POLICY**

**Reference: M.C.A. 2-15-112**

**Reference: Volunteer Program Guide**

**Approval Signature:**



**Effective Date:** September 1, 2008

## **PURPOSE**

It is the purpose of this policy to define the guidelines necessary to establish and operate a volunteer program within the Department of Military Affairs (DMA). These procedures are to be followed in the usage of volunteers in the DMA.

## **AUTHORITIES**

This policy is authorized by 2-15-112, MCA as it defines the duties and powers invested in Department heads to establish policy to be followed by the Department.

## **OBJECTIVES**

The objectives of the Department in the use of volunteers are:

1. To obtain the services of volunteers to perform those activities and tasks, which would not normally be provided, if not for the efforts of volunteers. Volunteers provide service support and supplement regular Department employees or contractors but do not replace or displace them.
2. To improve the level and quality of service provided by the Department.
3. To provide the disabled and disadvantaged an opportunity to gain specific work experience through volunteer work.

## **POLICY**

It is the policy of the DMA to accommodate the services of volunteers in Department programs or activities when those services benefit and enhance the resources and the citizens of the State of Montana and do not displace or replace existing employees or contractors.

## **RESPONSIBILITIES**

The Department's Human Resource Officer has the overall responsibility for the administration, coordination, and implementation of the volunteer program. Division Administrators may recruit volunteers, negotiate agreements, and approve such agreements for volunteers assigned to appropriate Division programs.

## **DEFINITIONS**

**Volunteer** -- A person, who of his/her own free will provides goods and services without financial gain.

**Volunteer Activity** -- Activities that would not normally be provided if not for volunteers.

## **GUIDELINES FOR IMPLEMENTATION**

**Recruitment** volunteers are not employees (FTE) of the Department. Volunteers may be recruited from any source or location. Minority groups and disabled persons should be included in the recruitment efforts.

Volunteers may be recruited from such groups as: local university students, senior citizen organizations, community service organizations, volunteer bureaus, social or civic organizations or disabled or minority organizations.

The Department shall provide equal opportunity and equal departmental services to all persons regardless of race, color, religion, sex, age, physical, mental or sensory disability, marital status, national origin, or political belief with the exceptions of special programs established by law. Equal opportunity applies to all aspects of personnel policy and practice in the recruitment, employment, development, advancement and treatment of volunteers.

**Volunteer Service Agreement** is used to document volunteer services to be performed and the terms and conditions of such service. Volunteers may not work until the agreement is signed by both parties. Agreements may be amended by consent of both parties. Items that must be covered on the agreement form or attached sheets include but are not limited to:

Job duties, approximate time commitment and approximate duration of volunteer position.

Training to be provided by the employer.

Information, materials or supplies to be furnished by the Department.

Equipment that the volunteer will furnish to perform the job.

How and/or where lodging will be provided.

Identification of what costs will be reimbursed and by what method.

Other pertinent information.

Signatures of volunteer and agency representative.

**Insurance** When volunteers are involved in the course and scope of state activity they would normally be covered under the State Tort Claim Act and the State self-insurance plan for liability claims. Under Section 2-9-305, MCA, they would be personally immune from liability claims against them for any claims while working for the State. The State would be named as a defendant except no protection is afforded by the State against claims alleging intentional or felonious acts or denial of civil rights under 42 USC 1983, no protection is offered the individual for violations under 42 USC 1983 or the State's self insurance plan.

If volunteers use personal vehicles for state business, minimum coverage for bodily injuries and property damage must be carried as required by law. Their insurance would be primary before any coverage would be afforded by the State. Commuting between the volunteer's residence and the job site is not considered State business.



**Worker's Compensation** Volunteers will be covered under worker's compensation. A copy of the volunteer agreement will be sent to the Personnel Officer for initiation of worker's compensation coverage. Periodically, not to exceed three months, the supervisor involved must report the volunteer's time (hours) worked to the Personnel Officer so that a Supplemental Workers' Compensation Quarterly Report can be submitted. The volunteer time report should include volunteer's name, social security number, hours worked, equivalent classification title workers' compensation class code and program code to charge the premium cost. The Personnel Officer will submit the consolidated quarterly report on letterhead to:

Employer Accounts Supervisor  
State Compensation Insurance Fund Bureau  
Workers' Compensation Division  
Helena, Montana 59620

**Safety and Accident Reporting** Volunteers are covered under Department Safety Program, for both motor vehicle and occupational injuries. The procedures, therein, will apply in case of accident.

**Minimum Wage and Overtime Compensation** Volunteers do not have the status of public employees with respect to provisions of law and are exempted from minimum wage and overtime compensation in 39-3-406, MCA.

**Usage of State Property** Volunteers may use state property (including motor vehicles) in the performance of their duties. If an accident occurs while the volunteer is operating state equipment, state insurance coverage is provided for the State and the volunteer against claims made by others who may have been injured or whose property may have been damaged. If an injury occurred to the volunteer, protection would come from workers' compensation or the volunteer's private medical plan.

**Incident Expenses** Volunteers receive no salary but may be reimbursed for incidental expenses such as transportation, lodging, meals and other business related costs when necessary and approved for the performance of the work activity. Department lodging may be provided in lieu of reimbursement when the work activity requires overnight lodging.

The authorizing document for such reimbursement shall be the Volunteer Service Agreement. The State of Montana Travel Expense Voucher will be used for reimbursement. The current state rules for travel and mileage reimbursement are authorized.

## **INTERVIEWS, ORIENTATION AND TRAINING**

**Interviews** The volunteer interview should provide both the volunteer and the Department the opportunity to express their expectations. The volunteer may be seeking an opportunity for service to others, skill building, training and work experience, contacts and references or social exchange. When both parties agree on the scope of the volunteer service, the volunteer agreement should be completed and signed.

**Orientation** is as important for volunteers as for new employees and should include the same information. Volunteers can be much more effective when they understand Department goals and objectives and in-house policies and procedures.

The orientation should include:

Information on programs and services provided by the Department.

Information about the work area, the building and the facilities.

Introduction to co-workers.

Information about Department policies relating to dress, telephone usage, parking, office equipment, work hours, break areas and volunteer procedures regarding absences.

**Training** Volunteers should receive the minimum training necessary to enhance their service. The emphasis should be on training which is job specific and which can immediately be applied to the volunteer position.

**SUPERVISION** Volunteers must receive adequate supervision. A record of the number of hours worked and the accomplishments reported must be kept by the volunteer's supervisor.

Volunteer services are ended when the volunteer agreement is terminated by either party. Unsatisfactory performance by a volunteer is grounds for termination of the volunteer agreement.

**RECORDS KEEPING** **Many volunteers seek** qualifying work experience. As such they expect detailed information on volunteer jobs held, including starting and ending dates; number of hours volunteered and job duties.

A volunteer personnel file will be maintained for each volunteer. It must contain the volunteer agreement; record of hours worked, accomplishments, training received, and special awards or commendations, etc.

At the termination of the volunteer agreement or upon request or need of the volunteer, the supervisor shall write a referral letter to include the volunteer's job description, period of service and job performance.

**CREDIT FOR SERVICE** A volunteer's service will be considered when evaluating the qualifications of the volunteer seeking further employment with the Department.

Volunteer Service Agreement

Volunteer Record and Service Agreement